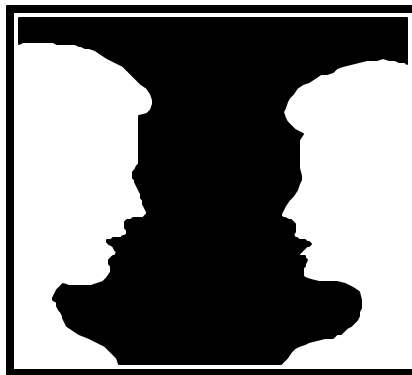


Module 8: *The Interview Process*



THE SPOUSE EMPLOYMENT ASSISTANCE PROGRAM

SPOUSE CAREER/LIFE COURSE – MODULE 8

TRAINING OUTCOME

This module provides information about interviewing effectively, writing thank-you letters, following up on interviews, negotiating the terms of a job offer, and writing a job acceptance letter. Participants will practice interviewing in a role-playing exercise.

ESTIMATED TIME

3 hours 30 minutes

AGENDA

- Introduction
- Personal Presentation
- Interviewing
- **Ex:** Answering Common Interview Questions
- **Ex:** Interviewing Role-play
- Thank-you Letters
- Interview Follow-ups
- Evaluating Job Offers
- Negotiating
- Job Acceptance Letter
- Summary
- Learning Review
- Evaluation

PARTICIPANT MATERIALS

- Participant Guide

TRAINING AIDS

- Overheads 1 through 25
- Pre-prepared chart (See Preparation Notes to the Instructor)

EQUIPMENT AND SUPPLIES

- Overhead projector
- Easel, Chart paper, Tape, and Markers

PREPARATION NOTES TO THE INSTRUCTOR

1. Set up room by arranging the furniture in an appropriate manner.
2. Hang the chart of a Career Plan in the room. Prepare to discuss the Career Plan and the link to this module.
3. Prepare a chart listing the agenda.
4. The interview model will be shown at the end of the interview segment. You do not need to cover the information since you did in the earlier part of the Interview Sections. The model is meant to provide a visual summary of the entire discussion.
5. Schedule your breaks appropriate to your module length.
6. Display Overhead 1 prior to the start of class.

MODULE 8: THE INTERVIEW PROCESS



1

WELCOME AND TRAINER INTRODUCTION (10 MINUTES)

Welcome participants to the training:

- Introduce yourself and welcome participants to their local Family Service Center and to the Spouse Career/Life Course.
- Set up boundaries for confidentiality sake.
- Provide a brief summary of your background and experience.
- If applicable, introduce other persons (non-participants) or guest speakers and describe their role.
- State that some modules will be presented by guest speakers on specific specialist areas.
- Notify the participants that the role of the instructor(s) is to take participants through the course and provide them with support whenever they need it. If participants wish, they can approach you individually during breaks, after class hours by appointment, etc.
- Review logistics (e.g., breaks, bathrooms, and drink machines); Review Module agenda.
- Tailor the module for your audience.



Page 138 - *Participant Guide*

- Briefly state content of module; review Agenda.
 - Introduce that after potential employers review resumes, they decide which applicants they want to interview. This module will provide guidance on how to prepare for the interview, conduct yourself during the interview, and follow-up after the interview.

State Objectives:

At the end of this module, you'll be able to:

- Make an effective personal presentation. This will involve reviewing dressing for success, verbal and non-verbal skills
- Interview effectively



2

- Write a thank-you letter
- Follow up on interviews
- Negotiate the terms of a job offer
- Write a job acceptance letter

Career Plan link to module:

Page 139 - Participant Guide
Instructor Aid 1

- Perhaps the most important piece of your public relations is the presentation portion. How you look, how well you present yourself and what you have to say can be the deciding factor for the employer, making your Career Plan a successful venture.
- It is very important to know your product (you) and present it well (the interview). This module is also part of your financial plan, as you look at salary and benefits negotiation.

PERSONAL PRESENTATION (15 MINUTES)

Introduce the topic of Dressing for Success:

- First impressions are not only based on what you say, but also to a large extent on your appearance.
- There are different dress codes for different industries (e.g., in many office jobs men are required wear suits, while in construction jobs men wear jeans and casual shirts).
- Often there are also differences in dress codes within the same industry (e.g., teachers at some schools have to dress more formally than teachers at other schools).
- Know the dress code for where you are going and dress appropriately. Note, if an organization has a formal dress code for most of the week, and you are meeting with someone on casual day, you should still dress formally to create the best first impression.

Review some of the standard dress guidelines for men and women.



Pages 140 and 141 - Participant Guide

Women aiming to market themselves for professional positions (i.e., management, counselor, teacher, etc.), should wear:

- Skirt suit or separates (e.g., blazer and skirt)
- White or light colored blouse

- Coordinating or nude hose
- Hem length at, or below, the knee
- Simple shoe with moderate heel
- Minimal jewelry
- No perfume/discrete makeup

Women aiming to market themselves for other positions (i.e., clerical, waitress, construction, etc.), should wear:

- Pant-suit, separates, dress
- Conservative, professional colors and patterns
- Coordinating hose or stockings
- Low heel or flat shoe
- Minimal jewelry
- No perfume/discrete makeup



4

Men aiming to market themselves for professional positions (i.e., management, counselor, teacher, etc.), should wear:

- Dark single-breasted suit (e.g., navy or gray)
- White shirt
- Coordinating tie
- Black leather shoes



5

Men aiming to market themselves for other positions (i.e., clerical, waitress, construction, etc.), should wear:

- Dark pants
- White or light colored shirts
- Tie
- Sportscoat
- Black leather shoes



6

Instructor Note: Ask participants if they have any questions.
Answer any questions raised by participants.

INTERVIEW PREPARATION (5 MINUTES)

Discuss interview preparation:

Page 142 - Participant Guide - Fill in the Blank



7

- Preparation is a critical aspect of interviewing effectively.
- Some guidelines for interview preparation include the following:
 - Do research to gain knowledge about the organization
 - Practice answers to possible questions
 - Prepare questions that you will ask
 - Know the interviewer's name
 - Know the location of the interview, travel time, and where to park
 - Get a good night's sleep before the interview
 - Dress appropriately (as we discussed earlier)
 - In a neat folder include resume, references, pen, and work samples (if necessary). Master application, unofficial college transcripts and social security card
 - Arrive 10 minutes ahead of schedule



8

INTERVIEWING (15 MINUTES)

Page 143 - Participant Guide - Fill in the Blank

State and define the two purposes for interviewing, screening applicants and selecting applicants.

Screening interview characteristics:

- Determine whether an applicant has the basic knowledge and skills necessary to do the job
- Narrow the pool of job applicants
- Usually last no more than 30 minutes
- Are often conducted by a human resource administrator
- Can be conducted either by phone or in person

Selection interview characteristics:

- Are used to make hiring decisions
- Can last one hour or more
- Involve in-depth discussions of how an applicant's background fits with the job opening
- Require the applicant to answer a variety of questions
- Allow for the applicant to ask questions



9

Introduce the three types of interviews.

1. Individual Interview

- An applicant is interviewed by one person.
- In some cases, an applicant is individually interviewed by different persons on the same day.

2. Board or Panel Interview

- An applicant is interviewed by two or more persons at once.
- All applicants are usually asked the same questions.

3. Stress Interview

- Determines how an applicant reacts under pressure.
- Asked stressful questions or held in stressful environment.

- Given mainly for jobs that require responding in stressful situations.

Discuss the interview stages:



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Page 144 - Participant Guide - Fill in the Blank

Introduce how understanding each stage can increase interview effectiveness.

1. Introductory

- The interviewer forms an initial impression that can contribute to an applicant being accepted or rejected for a job.
- The decision to hire is not usually made at this stage, but it begins here.

2. Employer Questions

- The interviewer tries to determine whether there is a good match between the applicant's knowledge and skills, and the job requirements.
- The interviewer tries to determine how well an applicant's attitudes and values fit with the organization's image and work culture.

3. Applicant Questions

- The interviewer tries to determine the applicant's level of interest in the job and the organization.
- The applicant has the opportunity to find out additional information about the job and the organization.

4. Closing

- The applicant restates his/her strong interest in the position.
- The applicant finds out when the hiring decision will be made.

Instructor Note: *Ask participants if there are any questions.
Answer any questions raised.*

Discuss verbal and nonverbal skills:

Page 145 - Participant Guide

Body language, how you are dressed, and how you speak, in addition to what you say, are evaluated and can give the interviewer information about your skills, attitudes, and values.



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Review some effective verbal and nonverbal skills:

- Greet the interviewer with a firm handshake and a smile. Shake hands with men and women the same way.
- Make eye contact. Eye contact shows your interest and sincerity.

- Sit up straight and lean slightly forward. Good posture makes you look interested.
- Use natural gestures. Gestures help you relax and convey enthusiasm. Avoid nervous gestures (e.g., playing with your pen, drumming your fingers, tapping your foot).
- Think before you speak. It is okay to pause for a moment before answering a question.
- It is also OK to ask the interviewer to clarify the question.
- Speak clearly and not too fast.
- Show enthusiasm in your voice. Do not speak in a monotone.
- Use proper grammar.
- Listen carefully. Reinforce the interviewer's comments with nods.
- Thank the interviewer for their time.
- Ask for their business card.

EXERCISE 1: ANSWERING COMMON INTERVIEW QUESTIONS (30 MINUTES)

Introduce exercise:

There are many common questions that interviewers ask. You will improve your interview effectiveness if you practice answering these questions.

This exercise will give you a chance to think about what you would say when answering these questions in an interview.

Conduct exercise:



Page 146 - Participant Guide
Instructor Aid 2

12

1. Individually think about a position for which you would like to interview.
2. On the worksheet write down what your answers might be to each question.
3. We'll discuss your approach as a large group.
4. Allow 15 minutes for participants to write responses.

Facilitate discussion:

Ask: “Was it difficult for you to answer these questions? Why or why not?”

Emphasize that as questions are answered, applicants must always relate their responses to how it relates to the job for which they are interviewing.



INTERVIEW QUESTIONS (20 MINUTES)

Page 147 - Participant Guide

13

- **Tell me about yourself.**

Provide information about yourself that relates to why you will be successful in the job. Only discuss your positive characteristics.

- **Why are you leaving your current position?**

Do not speak negatively about a current or previous employer. One possible answer to this question is that you wanted an opportunity to expand your background/knowledge.

- **What do you consider your most significant accomplishment?**

This is a critical question that can get you the job. Describe, in detail, an accomplishment that was truly worth achieving. Discuss the obstacles you had to overcome, and use data to illustrate your points.

- **Why do you believe you are qualified for the position?**

Discuss three skills you have that will make you successful in the job.

- **What do you consider your most significant strengths?**

Discuss three strengths, and provide an example of each. Choose your strengths that are most compatible with the job.

- **What do you consider your most significant weakness?**

Mention a weakness you have had in the past, and then discuss steps you have taken to improve it. This type of answer indicates that you value bettering yourself.

Please note that there will be cultural differences depending on where you are stationed. Check with your SEAP Manager to determine what is common in your location.

Pages 148 and 149 - Participant Guide
Instructor Aid 3

Instructor Note: Highlight two or three additional questions. Ask

if there are any questions and answer those raised by participants.



14

Discuss non job-related and illegal questions:

Page 150 - Participant Guide

On some occasions, interviewers may ask non job-related or illegal questions. Some of these questions may include:

- What is your date of birth?
- What is your marital status?
- What does your spouse do?
- Do you have any children?
- How is your health?
- Have you ever received workers' compensation?
- Have you ever been convicted of a crime?

State that some interviewers might ask these questions to determine if there is a risk in hiring you (e.g., too young or old for job, or you will not devote enough time if you are married with children)

Discuss ways to handle these types of questions:

- One way to handle these questions is to refuse to answer them. This could jeopardize your chances of being offered the job.
- Another way to handle these questions would be to answer, "If you can tell me how that relates to the position, I would be happy to answer the question."
- Decide ahead of time how to handle these questions based on how much you want the job.

Instructor Note: *Ask if anyone has any experience with these types of questions and, if so, how did they handle it. Obtain replies and facilitate discussion.*

Discuss that it is important to ask questions at an interview:

Encourage spouses to refer back to what's important to them (The Match from Module 2).

Review purposes of asking questions:

Page 151 - Participant Guide - Fill in the Blank

- Enables the interviewer to learn about your thinking skills



15

- Indicates that you have a strong level of interest in the position and the organization
- Enables you to determine whether there is a match between your needs and goals, and the job
- Enables you to determine whether there is a match between your values and attitudes and the organization's culture.

Review basic questions you could ask at an interview include:

Page 152 - Participant Guide



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- What are the specific responsibilities of the job?
- Where does the job fit into the organization?
- To whom would I report?
- How would you describe the work environment?
- Do your employees work individually or as a team?
- How would I be trained or introduced to the job?
- What career opportunities exist in the company?
- What are the department's goals for the year?

State impression when interviewee asks good questions:

- Shows that you have done research on the organization
- Provides you information that you really want to know.

Provide example:

"In your annual report, the company president discussed a new marketing division. What are the goals of that division, and how would it relate to the division where I am applying?"

Highlight that some questions are **not** appropriate for an interview.

- Salary and benefits are important issues, but you should not ask about them in the interview. Let the interviewer be the one to bring up salary and benefits.
- If the interviewer asks you for your salary requirements, provide a figure that you know is your current market value. Your current market value is the salary of persons with comparable education and experience, working in similar jobs in your geographical region.

EXERCISE 2: INTERVIEWING ROLE-PLAY (55 MINUTES)
--

Introduce exercise:

- Participants need to select a position for which to interview. Have them refer to The Match from Module 2.
- Inform them that each of them will play the role of an applicant being interviewed, the interviewer conducting the interview, and an observer, in three separate role-plays.

Conduct exercise:**Page 153 and 154 - Participant Guide****Instructor Aids 4 and 5**

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1. Break the group into triads.
2. Observers will verbally critique the effectiveness of the applicants after the three role-plays are completed.
3. The interviewer will ask the questions to the applicant.
4. The applicant should spend no more than two minutes answering each question, and will not ask any questions.
5. Allow 10 minutes for each role-play (30 minutes total).
6. Allow 5 minutes for each observer's critique of the applicant's interviewing effectiveness. Be sure they give positive feedback, as well.
7. Inform triads when it is time to rotate positions (15 minutes total).

Facilitate discussion:

Ask: "What were the most difficult aspects of the interview?" "What did they do right?"

Instructor Note: *Record participant responses on chart paper.
Answer any questions raised by participants.
Allow 10 minutes for the discussion.*

Possible Answers:

- Limiting my answers to two minutes
- Maintaining eye contact
- Answering the question about my weakness
- Deciding whether/how to answer the non-related question



18

THANK-YOU LETTERS (10 MINUTES)

Discuss that thank you letters are sent after every interview. Business cards come in handy here.

State the purposes of thank you letter:

- Restate your interest in the position
- Thank the interviewer for their time
- Add anything that you did not mention in the interview



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Pages 155 and 156 - Participant Guide Instructor Aid 6

Review guidelines:

The thank-you letter should be:

- No more than ½ page
- Printed on white, 8 ½" x 11" bond paper
- Printed with an easy-to-read font (e.g., Times Roman, 10- to 12- point)
- Mailed one day after the interview

Instructor Note: Ask participants if are any questions. Answer questions raised.



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Discuss interview follow-ups:

- State that you can call the interviewer within a week if you have not heard from them. Business card has information on it.

Review the purposes of the follow-up:

- To find out the status of the hiring decision
- To receive feedback. If you follow up and the interviewer informs you that you did not get the job, do not take it personally. Ask for feedback as to why you did not get the job. The feedback provided will be valuable for future interviews.

When following up, use the effective telephone skills that we discussed in Marketing Yourself, Module 6.

Summarize by showing the interview model

- This model illustrates the components of the entire interview process that we discussed.

Pages 157 and 158 - Participant Guide
Instructor Aid 7

Ask participants if there are any questions. Answer any questions raised.

EVALUATING OFFERS (5 MINUTES)

Highlight what needs to be considered when evaluating a job offer. How it relates to your Match:

- Interests
- Work preferences and values
- Salary requirements
- Benefits preferred
- Job security needs
- Location requirements

You should also talk to your family and close friends about the options you are considering. You will often get a new perspective on your decision by discussing it with someone else.

NEGOTIATING (15 MINUTES)

Describe the purpose of negotiating:

- A job offer may generally be appealing but has a few elements that you do not like. Instead of refusing the offer, you may want to negotiate with the hiring manager.

Before asking to negotiate, be sure it is an issue so significant that you would not take the job unless a change was made.

- The manager may choose to negotiate or not because he/she may have other applicants who would be willing to take the job as offered or because there are budget limitations.

State two methods for Negotiating and how to handle them.

In-person:

- Enables you to deal with the manager's objections on the spot.
- If there is a possibility that a job offer will be made at the end of your interview, you should be prepared to negotiate at that point.



- If you can not reach an agreement, and are uncertain about accepting the bottom-line offer, ask if you can think about it overnight and call the next day with your decision.

In writing:

- Provides opportunity to word your remarks carefully.
- It provides the manager with the opportunity to evaluate your remarks and discuss them with others.
- If you negotiate in writing, hand deliver your letter within 24- hours of the offer.

Review negotiation guidelines:



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Page 159 - Participant Guide

- Be positive and polite.
- Express your appreciation for the offer and your interest in the position.
- Mention the issues that concern you and suggest compromises.
- Try to negotiate salary first and then benefits.
- Know your current market value.
- Be willing to accept the low end if you give a salary range.

Discuss some characteristics of negotiating benefits:

- The benefits an organization offers usually comprise 25% to 45% of the compensation package. These benefits represent monetary and quality of life issues.
- Some companies can offer excellent benefits (e.g., profit sharing, tuition reimbursement, flexible work hours) versus more money.
- Know the types of benefits that an organization offers before you begin negotiating, as well as your own bottom-line.

Introduce and describe the benefits model:



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Page 160 - Participant Guide

- Benefits are fundamental and some are less basic.
- The inner circle are the most basic benefits and are offered by a large percentage of organizations.
- The middle circle are less fundamental than those in the inner circle and are offered by a smaller percentage of organizations.
- The outer circle are the least fundamental benefits and are offered by the smallest percentage of organizations.

Instructor Note: Ask participants if there are any questions.
Answer questions raised by participants.



24

JOB ACCEPTANCE LETTER (10 MINUTES)

State that you should have the terms of the offer in writing from offering organization or write it yourself. This can legally protect you from the organization withdrawing the offer.

Your job acceptance letter should:

- Be addressed to the person who made the offer
- Verify your title and responsibilities
- Verify your salary and benefits
- Verify your starting date

Page 161 and 162 - Participant Guide
Instructor Aid 8



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SUMMARY (5 MINUTES)

In this module you:

- Learned effective verbal and nonverbal communication
- Discussed insightful questions to ask during an interview
- Reviewed writing a thank-letter
- Discussed why to make a follow-up call
- Reviewed why to negotiate only if the initial terms are unacceptable
- Reviewed a job acceptance letter

Instructor Note: Refer to Career Plan during your summary.

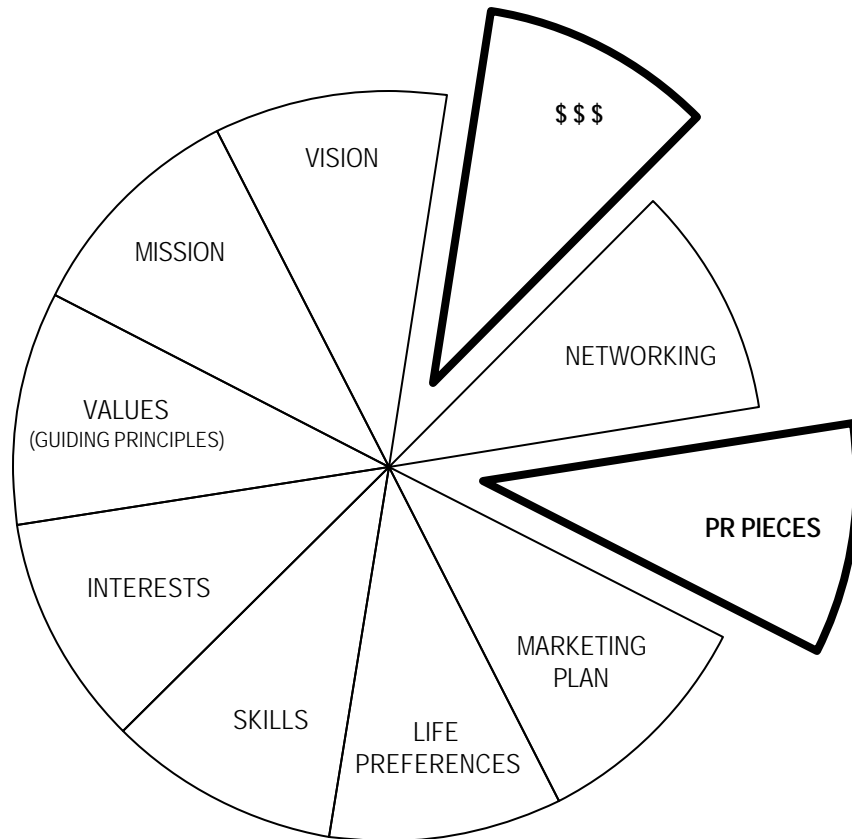
As for Career Plan, you have further defined yourself in terms on of vision, mission, values, skills, preferences, and interests.

LEARNING REVIEW (10 MINUTES)

Instructor Note: Ask each participant what his or her two key learning points were from this module. Acknowledge participants' responses.

Ask participants to complete the evaluation in the Participant Guide.

Career Plan



Perhaps the most important piece of your public relations is the presentation portion. How you look, how well you present yourself and what you have to say can be the deciding factor for the employer, in making a Career Plan a successful venture. It is very important to know your product (you) and present it well (the interview). This module is also part of your financial plan, as you look at salary and benefits negotiation.

Common Interview Questions Worksheet

Directions:

Think about a position for which you'd like to interview. Write down what your responses might be to the following questions.

1. Tell me about yourself.

2. Why are you leaving your current position?

3. What do you consider your most significant accomplishment?

4. Why do you believe you are qualified for the position?

5. What do you consider your most significant strengths?

6. What do you consider your most significant weakness?

The Interview

Questions from the Prospective Employer

Please Note: When constructing your response consider your transferable skills as they apply to the position for which you are being interviewed.

1. What is a typical day like? What kinds of activities take up the most time on your job?
2. Why should I hire you?
3. Tell me something about yourself (Answer only as it supports your candidacy for the job vacancy)? Your hobbies and interests?
4. What is your boss's title and what are your boss's functions?
5. In your current position, what do you consider the single most important idea that you contributed? ...your single most noteworthy accomplishments?
6. What major problem have you encountered and how did you deal with it?
7. What do you think it takes for a person to be successful in a particular job or specialty?
8. What characteristics do you think it takes for a person to be successful in a particular job or specialty?
9. What risks did you take in your last few jobs, and what were the results of those risks?
10. Think about something that you consider a failure in your life, and tell me why you think it occurred?
11. Can you tell me a little bit about how you go about making important decisions?
12. What do you do when you have trouble solving a problem?
13. What did you do in the last job to make yourself more effective?
14. Where do you see yourself three years down the road, five years, ten years?
15. What is the most monotonous job you have ever had?
16. Describe the best boss you ever had?
17. Tell me about the people you hired in the last job? How long did they stay with you, and how did they work out?
18. What specific strengths did you bring to your last job that made you effective?
19. What specific strengths do you think that you can bring to this position?
20. What do you know about our company?
21. Why did you leave (or are leaving) your last job?

22. What qualifications do you think that you have that will make you successful in this job?
23. What would you like to be earning two years from now?
24. What kind of references do you think your previous employers would give you?
25. Why did you decide (not decide) to go to college?
26. Tell me a little bit about how well you did in school?
27. What were your best and worst subjects?
28. What sort of jobs did you have while you were at school?
29. Tell me a little bit about your extra-curricular activities?
30. What did you do the day before yesterday -- in detail?
31. What are the most difficult aspects of your current job, and how do you approach them?
32. What differentiates you from other applicants?
33. Are you willing to travel?..... to relocate?
34. What criteria are you using to evaluate the job?
35. How would you describe the ideal job for you?
36. How do you work under pressure?
37. In what kind of environment are you most comfortable?
38. If you were hiring someone for this position, what qualifications would you look for?
39. How do you determine or evaluate success?
40. Could you tell me why you are interested in this job?
41. How has your experience prepared you for this position?
42. What motivates you to put forth your best effort?
43. How do you think a friend that knows you well would describe you?
44. How do you describe yourself?
45. What do you consider your greatest strengths and weaknesses?
46. What is more important to you, money or the type of job?
47. What are the most important rewards that you expect in your career?
48. What do you really want to do in life?
49. What personal goals have you established for yourself? Professionally?
50. How are you preparing yourself to achieve them?

Interviewing Role-play Worksheet

Directions:

Select a position for which you will interview based on your goals. Then answer each question.

1. What do you consider your most significant accomplishment?

2. Why do you believe you are qualified for the position?

3. What do you consider your most significant strength?

4. What do you consider your most significant weakness?

5. What is your date of birth?

Interview Roleplay

Observer Checklist

Please check (✓) the box for the behaviors demonstrated by the interviewee.

Did the interviewee:

Yes!

1. Make eye contact with the interviewer(s)
2. Speak clearly
3. Answer the questions asked and relate to the job
4. Demonstrate knowledge of the field or industry
5. Ask questions of the interviewer
6. Thank the interviewer and express interest in the job
7. Ask for a business card
8. "Sell his/her skills

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<input type="checkbox"/>
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<input type="checkbox"/>
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<p>What was the best thing the interviewee did ?</p>

Sample Thank You Letter

Amy Ellway
11750 Foothills Dr. #113
Ft. Collins, CO 80526

October 15, 20XX

Marc Johnson
Operations Manager
Gentract Corporation
PO Box 964
Casper, WY 82602

Dear Mr. Johnson:

Thank you for the interview this afternoon for the position of Secretary. I appreciated the time and consideration you gave me.

The Secretary position we discussed definitely sounds interesting to me. I feel that I could make a valuable contribution to Gentract by organizing the files and leading the Administrative Project.

If you need additional information, please contact me at (303) 258-3387. I look forward to hearing from you next Thursday.

Sincerely,

[Sign your name]

Amy Ellway

Sample Thank You Letter

Renee Summer
11223 South Shore Road
Reston, VA 22090

March 30, 20XX

Ms. Mary Smith
Personnel Director
DelRay, Inc.
123 Marina St., Suite 200
Laguna Hills, CA 92037

Dear Ms. Smith:

Thank you for the opportunity to interview yesterday. The information you shared with me about DelRay, Inc. was most interesting. I am excited about the possibility of applying my education and experience in the position of Vice President of Marketing. The expansion and Public Awareness Campaign are especially intriguing, and I look forward to helping DelRay enter the new market.

If I can provide you with any additional information, please contact me at (703) 437-3748. I look forward to hearing from you soon.

Sincerely,

[Sign your name]

Renee Summer

The Interview Model

Pre-interview

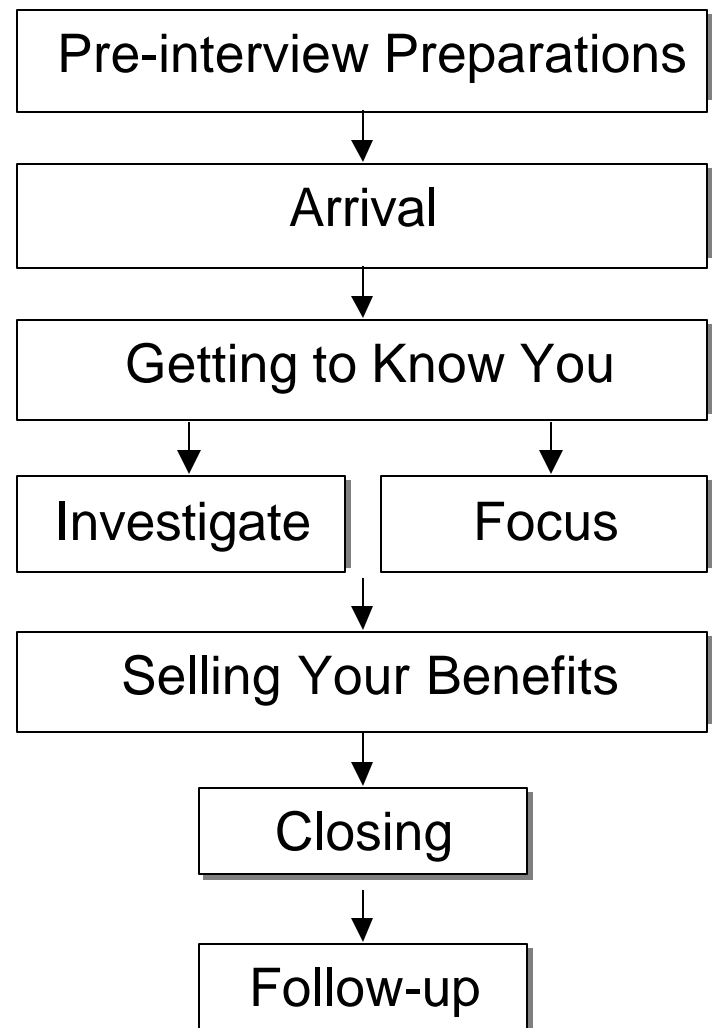
- Image: clothes, verbally and in writing.
- Research the marketplace- industry, company and salary information.
- Review company literature and benefits package.
- Pre-trip to office.
- Portfolio and extra resumes.
- Master application
- Prepare two-minute introduction.
- Prepare questions to ask and practice answers, typical interview questions.

Arrival

- Arrive on time.
- Observe place, people and culture.
- Be prepared to fill in employment form.
- Build relationship with support staff.

Getting to know you

- Direct contact with firm handshake.
- Observe employer's office and interactive patterns.
- Adapt to employer's pace.
- Be alert to transition to next stage of interview.



Investigate and focus

- Ideally a 50-50 exchange.
- Use questions you've prepared, to regulate flow of conversation - and get information about company, employer, job and 'hot' issues.
- Observe employer as you talk to make sure that you are connecting.
- If you are unsure on how to answer a question, ask for more information.
- Answer questions with the style of the employer in mind).
- Don't talk too much...gauge answers to intent of question.
- Carefully time opportunity to move into next stage.

Sell your benefits

- This is the most difficult part of the interview, because you have to choose your experiences that match the needs of this company, this job and this person and prove that you can benefit them.
- Be conscious of the time limits set on the interview—if the interview is running overtime, check with the employer to see if the interview should end.
- A job offer and salary negotiations would come at the end of this section—salary negotiations may be a whole meeting.

Closing

- End as strongly as you started.
- If you want the job, tell the employer.
- Ask about the hiring process—Get clarity about when you can expect to hear from them.
- Ask permission to follow-up with employer on status of hiring process.
- Ask for a business card.
- Thank the employer.

Post-interview (follow-up)

- Write a thank-you note.
- Evaluate the interview. Make notes on questions you forgot to ask; name and title of your interviewer(s); what you did well and what you need to improve upon; new information in file that you've developed for this company.
- Action step—Write down next action step with this company on your calendar or tickler system.

Sample Job Acceptance Letter

Amy Ellway
11750 Foothills Dr. #113
Ft. Collins, CO 80526

November 1, 20XX

Mr. Marc Johnson
Operations Manager
Gentract Corporation
PO Box 964
Casper, WY 82602

Dear Mr. Johnson:

Thank you for your offer for the position as Secretary. I accept the position with pleasure and look forward to making my contribution to Gentract Corporation.

It is my understanding that the conditions of my employment are as follows:

- My initial annual salary will be \$17,500.
- Benefits include accident, health, and life insurance, effective upon starting work.
- My probationary period is 6 months, with an initial performance and salary review after that time.
- Salary reviews are scheduled for every 6 months after completing probation.
- Written performance reviews are yearly on the anniversary of employment.
- Workday is 8:00 a.m. to 5:00 p.m.
- Vacation and sick leave accrue at a rate of one day per month and are cumulative.

As we agreed, my starting date will be November 15, 20XX. If there are pre-employment materials I should read or complete prior to the 15th, please send them to me. I may be reached at (303) 258-3387 any evening for additional information.

Sincerely,

[Sign your name]

Amy Ellway

Sample Job Acceptance Letter

Renee Summer
11223 South Shore Road
Reston, VA 22090
(703) 437-3748

April 15, 20XX

Ms. Mary Smith
Personnel Director
DelRay, Inc.
123 Marina St., Suite 200
Laguna Hills, CA 92037

Dear Ms. Smith:

Thank you for your job offer of employment for the VP Marketing position. It is my understanding that the position reports directly to you and is responsible for speaking engagements, new business, company image, publications, and long range planning.

The employment package includes:

- Annual Base Salary of \$60,000.00.
- A bonus with a minimum range of 20% and a maximum of 50% of compensation.
- Stock options (based on performance).
- Club membership at Golf International.
- Company funded pension plan.
- All relocation costs including purchase and sales costs of housing and mortgage assistance.
- A review at six months.

I look forward to starting with you June 1, 20XX.

Sincerely,

[Sign your name]

Renee Summer
11223 South Shore Road
Reston, VA 22090
(703) 437-3748